EMERGENCY PROCEDURES MANUAL

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British Waterways

EMERGENCY PROCEDURES MANUAL

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SECTION 1

INTRODUCTION

- ***Guidelines on the Emergency Procedures***
- ***British Waterways Organisational Structure***

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GUIDELINES ON THE EMERGENCY PROCEDURES

STRATEGY

To enable the organisation to respond to an emergency event to minimise risk and consequences to life and property.

DEFINITION

An emergency is any event which could lead to lives or property being at risk, or to the immediate risk of environmental contamination; in some cases it may appear small and controllable but the possibility of escalation should never be discounted.

APPROACH

Our organisation's ability to deal successfully with an emergency depends on taking prompt action, following agreed procedures and advising the relevant authorities at the outset if there is any possibility, however slight, that the situation may further deteriorate before it can be brought under complete control. Failure to act expeditiously, on the assumption, for example, that the situation can be contained and an outside alert is not needed, could risk lives and jeopardise efforts to deal effectively with the problem.

Each emergency needs to be assessed as and when it occurs, and the best method of dealing with it cannot be pre-determined. However, basic procedures can be planned in advance to deal with the initial stages of most emergencies, followed by more specific action when the precise nature and extent of the actual emergency at the time is known. The instructions and advice in this handbook are set out and are to be followed.

COVERAGE

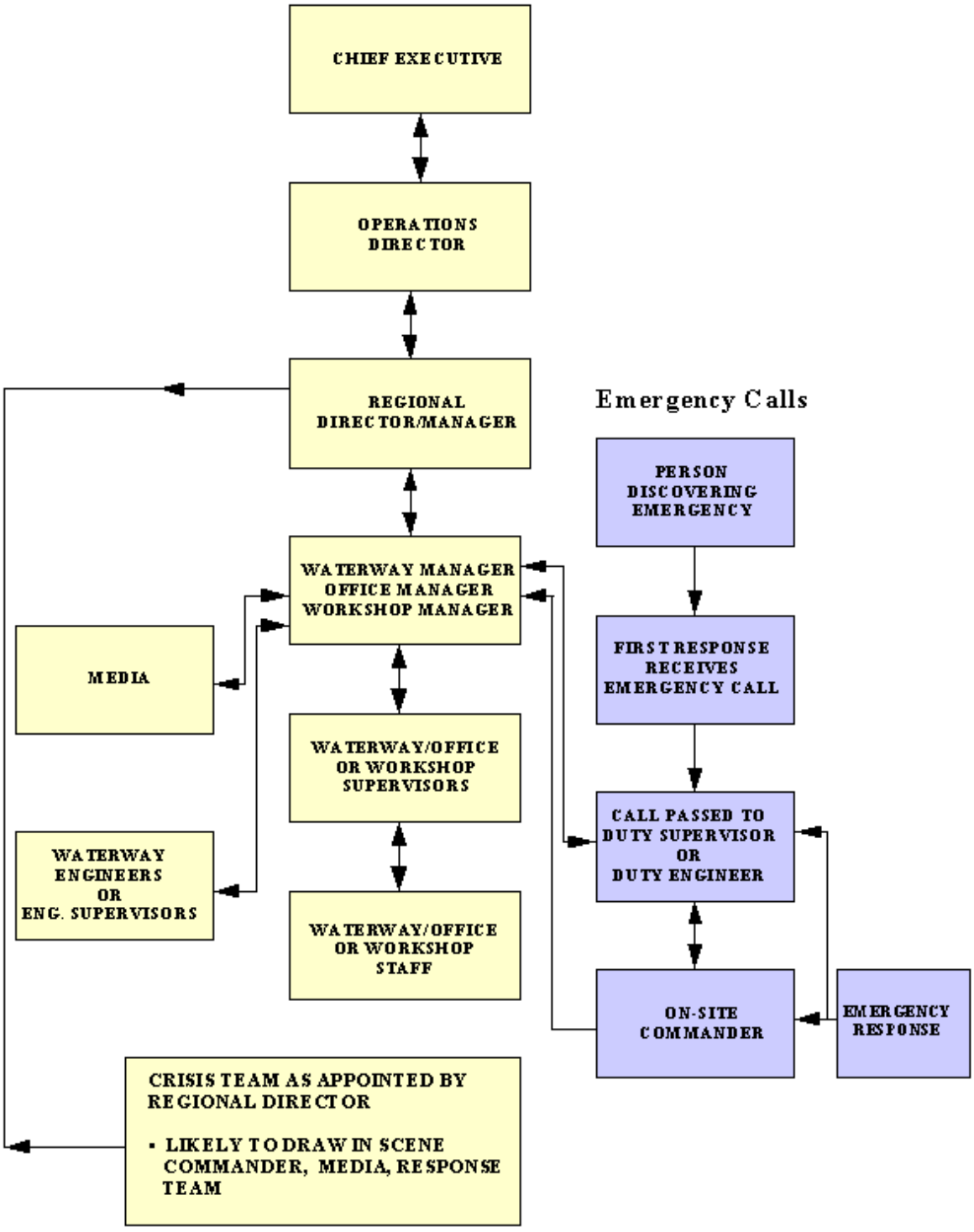
These instructions are to be read to cover all B.W. interests, whether it be office/workshop/waterway/property.

No order to the instructions/admin should be assumed. The employee or manager should decide by judgement the appropriate response to an event.

The planning of response capability to an emergency event will be defined and resourced by management.

SEE PAGE 24 ON 'HOW TO USE THE MANUAL'

BRITISH WATERWAYS ORGANISATIONAL STRUCTURE



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SECTION 2

GENERAL RESPONSE INSTRUCTIONS

- ***Members of the General Public***
- ***British Waterways Employee***
- ***Duty Supervisor / Duty Engineer***
- ***On Scene Commander***
- ***Waterway Manager***
- ***Regional Director***
- ***Crisis Support Team***
- ***24 hour freephone service / First Response***

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GENERAL RESPONSE INSTRUCTIONS FOR A MEMBER OF THE PUBLIC DISCOVERING AN EMERGENCY

ON DISCOVERING AN EMERGENCY SITUATION

NATURE OF EMERGENCY	INSTRUCTIONS		*ADVICE*
Life or injury threatening. Fire Criminality	**Dial 999**	-	***Make sure you are clear about location and nature of emergency and provide information requested***
Any Other	**0800 47 999 47 - If in doubt Dial 999**	-	***Make sure you are clear about location and nature of emergency and provide information requested.***

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GENERAL RESPONSE INSTRUCTIONS FOR BRITISH WATERWAYS EMPLOYEE DISCOVERING AN EMERGENCY

ON NOTIFICATION OF AN EMERGENCY SITUATION

NATURE OF EMERGENCY	INSTRUCTIONS		*ADVICE*
Life or injury threatening. Fire Criminality	**Some emergencies may involve the escape of flammable material, therefore -**		
	Consider ignition effects from the use of communication or other equipment		
	Go to a safe area	**-**	***Upwind if appropriate***
	Dial 999	**-**	***Provide information requested (location, access details, number of casualties, others who may be affected). Discuss with Emergency Services.***
Any Other	**Dial 0800 47 999 47**	**-**	***Provide information requested***
		-	***Do not endanger yourself***
	Take control until a On-Scene Commander is established		
	Brief & assist On-Scene Commander on arrival	**-**	***Formally confirm when hand over of British Waterways command occurs***
	Control access	**-**	
	Assist public to safety	**-**	***Upwind of incident if appropriate***
	Support the Emergency Services	**-**	***Emergency Services will assume control on arrival***
	Inform the local population	**-**	***Priorities (hospitals, old people's homes schools etc.***
	Note what you have done	**-**	
	Only respond to media/general public if it is absolutely necessary	**-**	**Refer to On-Scene Commander (B.W. or emergency services)**
	Attend De-brief meeting		

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GENERAL RESPONSE INSTRUCTIONS FOR DUTY OFFICER

ON NOTIFICATION OF AN EMERGENCY SITUATION

INSTRUCTIONS		*ADVICE*
Decide and set up on operating base base for Duty Officer / define contact number	-	***Consider current location, emergency location, travel & communication times***
Contact Emergency Services if life and significant property at risk	-	***Exchange contact numbers with Emergency Services***
Establish On Scene Commander	-	***Allocate people to roles 30 minutes minimum update***
Review actions to ensure procedures are operational	-	***(see Section 3)***
Schedule actions and implement	-	***Canal Closure; Dewater; consider other equipment & resources required***
Use your databases / other records to obtain necessary information	-	
Commence an incident log / diary	-	***(see Section 3)***
Review resources actions & reschedule as necessary	-	***Neighbouring waterway resources; other emergency plans (e.g. for vessels)***
Inform Waterway Manager about management control of incident	-	***Is Relief Duty Officer available? When should he take over?***
If the incident is likely to generate media interest, contact BW media personnel and give them the full picture		
Establish contact with external agencies	-	***Local Authority Emergency Planning Officer, Environment Agency; Highway: Public Utilities: HSE & other external agencies***
Only respond to media / general public if it is clearly necessary	-	***Refer to On-Scene Commander (B.W. or Emergency Services)***
Attend Debrief Meeting		

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GENERAL RESPONSE INSTRUCTIONS FOR BRITISH WATERWAYS ON SCENE COMMANDER

ON NOTIFICATION OF AN EMERGENCY SITUATION

INSTRUCTIONS		*ADVICE*
Obtain briefing from first person		
Assess situation & available resources		
Establish resources required		
Brief Duty Officer	-	***Contact through freephone service or directly via Contact List***
Become On Site Commander & wear identification	-	***Formally confirm when hand over of BW Command occurs***
Assume control until Emergency Services arrive and help public to safety	-	***Do NOT endanger yourself***
Inform local population	-	***Priorities - Hospitals, old people's homes, schools etc.***
Commence an incident log / diary	-	***Use standard log, (Section 3)***
When the Emergency Services arrive, assist as required	-	***Emergency Services will assume control on arrival***
Liaise with BW Media personnel		
Only respond to media / general public / special interest groups if it is clearly necessary	-	***Use Standard proforma (Section 3) Use assistance if required***
Maintain contact with Duty Officer (30 minutes minimum)	-	***Immediately establish contact after assessing situation, then update at 30 minute minimum intervals***
Attend Debrief Meeting		

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GENERAL RESPONSE INSTRUCTIONS FOR WATERWAY MANAGER

ON NOTIFICATION OF AN EMERGENCY SITUATION

INSTRUCTIONS		*ADVICE*
Confirm with Duty Supervisor / Duty Engineer management control of incident	-	***Formally confirm when hand over of BW command occurs***
Confirm to Duty Supervisor / Duty Engineer formal communication link		
Ensure Duty Supervisor / Duty Engineer instructions & specific response procedures have been implemented	-	***Read Duty Supervisor / Engineer instructions & specific response procedures***
Use databases / other records to obtain necessary information		
Consider mobilising Control Centre		
Support Duty Supervisor / Duty Engineer		
Manage Staff	-	***Consider welfare, hours of work, relief, food, etc.***
Consider informing Regional Management		
Recommission site		
Only respond to media / general public / special interest groups if clearly necessary	-	***Consult professional media staff (if required)***
Organise Debrief Meeting		
Provide formal reports to Regional Manager of the incident		

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GENERAL RESPONSE INSTRUCTIONS FOR REGIONAL DIRECTOR

ON NOTIFICATION OF AN EMERGENCY SITUATION

INSTRUCTIONS		*ADVICE*
Confirm with Waterway Manager the Management Control of the incident		
Ensure Waterway Manager instructions and specific response have been implemented	-	***Read instructions for Waterway Manager and specific response procedures***
Use your databases / other records to obtain necessary information		
Review actions of staff		
Mobilise necessary resources		
Consider mobilising crisis management team		
Consider notifying relevant headquarters staff		
Respond to media / general public / special interest groups as appropriate		
Attend Debrief Meeting		
Instigate a formal investigation	-	***Local / Independent***

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GENERAL RESPONSE INSTRUCTIONS FOR CRISIS SUPPORT TEAM

ON NOTIFICATION OF AN EMERGENCY SITUATION

INSTRUCTIONS		*ADVICE*
Identify external agencies & contact points	-	***Prioritise (who are the key contacts)***
Identify BW personnel to liaise with external agencies	-	***Provide holding statement, press releases, other information; liaise with emergency services***
Prepare press releases	-	***Liaise with emergency services prior to release. Contact Regional / National Press Officer or Media Consultant***
Handle media relations / general public	-	***Be sympathetic; don't speculate; liaise with emergency services***

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GENERAL RESPONSE INSTRUCTIONS FOR FREEPHONE SERVICE

ON NOTIFICATION OF AN EMERGENCY SITUATION

INSTRUCTIONS		*ADVICE*
Receive all " FREEPHONE SERVICE" calls (24 hours per day, 7 days per week, 52 weeks per year)	-	***Sift:*** ***1) Emergency & urgent calls to be passed immediately to appropriate waterway office or Duty Officer using Regional Contact List*** ***2) Non-urgent callers to be referred to Waterway Office in normal working hours***
Log information	-	***All details to be completed as Proforma, Section 3***
	-	***Ascertain if 999 call has been made***
Make 999 call	-	***If in any doubt or if call has not been made***
Pass call to BW Waterway Office or Duty Officer	-	***Using Emergency Regional Contact List to provide telephone & pager numbers***

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SECTION 3

INSTRUCTIONS FOR SPECIFIC EMERGENCY SITUATIONS

- ***Land/Water Pollution***
- ***Tunnel Emergency***
- ***Trip Boat Emergency***
- ***Hazardous Cargoes***
- ***Flooding or Breach***
- ***Major Structural Danmage***
- ***Public Utilities Damage***
- ***Fire & Explosion***
- ***Terrorist/Bomb/Suspect Package Threat***

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SPECIFIC RESPONSES FOR LAND / WATER POLLUTION

ON DISCOVERING POLLUTION

INSTRUCTIONS		*ADVICE*
Consider the possibility of atmospheric contamination	-	***If appropriate, read atmospheric contamination procedure***
Attempt to contain the spread of pollution	-	***Do not endanger yourself, close off locks, sluices. Install booms***
Notify Environment Agency (S.E.P.A - Scotland), Pollution Control		
Take photographs and samples if safe to do so		
Complete BW Pollution Report		

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SPECIFIC RESPONSES FOR CONFINED SPACE EMERGENCY AND / OR TUNNEL EMERGENCY

ON DETECTION OF DISTRESS SIGNAL OR A FAILURE TO RETURN

INSTRUCTIONS		*ADVICE*
Pass any relevant instructions to Emergency Services	-	***Method Statements, Permits to Work Hazardous substances information***
Do <u>not</u> enter confined space	-	***Let Emergency Services carry out rescue***
Identify if any missing persons	-	***Consider dewatering / stop planks***
	-	***Prepare BW equipment for tunnel entry by Emergency Services***
	-	***Locate link plans and request deliveries to site***
	-	***Gather as much information as possible i.e. distance in tunnel***

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SPECIFIC RESPONSES FOR CRAFT EMERGENCY

ON DISCOVERING AN EMERGENCY SITUATION INVOLVING A CRAFT

INSTRUCTIONS		*ADVICE*
Identify the nature, severity & location of incident	-	***Do not endanger yourself***
Attempt to make voice/visual contact with craft to establish if any missing crew or passengers, or if any hazardous cargo on board	-	***Use marine radios, if available***
	-	***Provide lighting or tender boat if required***
Attempt to evacuate craft by bringing alongside bank or by other means	-	
Notify Marine Accident Investigation Branch or Health & Safety Executive		

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SPECIFIC RESPONSES FOR HAZARDOUS CARGOES AND / OR ATMOSPHERIC CONTAMINATION

ON DISCOVERING AN EMERGENCY SITUATION INVOLVING HAZARDOUS CARGOES

INSTRUCTIONS		*ADVICE*
Notify Emergency Services	-	***Provide information requested (location, name of vessel, access details, information on hazard warning panel, number of casualties, others who may be affected***
Notify Harbour Master & Environmental Agency	-	***See Support Information Sheets for contact numbers. Section 5***
Evacuate area of personnel Control access	-	***Avoid possible ignition sources***

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SPECIFIC RESPONSES FOR FLOODING or BREACH

ON DISCOVERING AN EMERGENCY SITUATION INVOLVING FLOODING

INSTRUCTIONS		*ADVICE*
Inform affected parties	-	***Hospitals, old people's homes, moored boats, etc.***
Isolate breach location	-	***Use safety gates, stop planks if available***
Cut off source of flooding (if practicable)	-	***Use flood paddles, movable weirs,*** or ***lock paddles, if appropriate.***
Carry out fish rescue		

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SPECIFIC RESPONSES FOR MAJOR STRUCTURAL DAMAGE

ON DISCOVERING AN EMERGENCY SITUATION INVOLVING MAJOR STRUCTURAL DAMAGE

INSTRUCTIONS		*ADVICE*
Inform affected parties	-	***If there is imminent danger to life, animals or property.***
	-	***Highways Authority, Local authority***
	-	***Adjacent property owners, users.***
	-	***Isolate Structure***

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SPECIFIC RESPONSES FOR UTILITIES DAMAGE
(All Underground & Overhead Cables & Pipes)

ON DISCOVERING AN EMERGENCY SITUATION INVOLVING DAMAGE TO PUBLIC UTILITIES EQUIPMENT

INSTRUCTIONS		*ADVICE*
Evacuate area of personnel and consider isolating area. Advise relevant Utility	-	***Do not endanger yourself***

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SPECIFIC RESPONSES FOR FIRE / EXPLOSION

ON DISCOVERING AN EMERGENCY SITUATION INVOLVING A FIRE / EXPLOSION

INSTRUCTIONS		*ADVICE*
Sound the fire alarm	-	***Do not re-enter the area***
Contain the fire	-	***If safe to do so without endangering oneself***
Evacuate area of personnel	-	
Establish if anyone is missing	-	***Provide Information for Emergency Services***
Refer to Link Plan		

SPECIFIC RESPONSES FOR TERRORIST / BOMB / SUSPECT PACKAGE THREAT

ON NOTIFICATION OF A THREAT FROM TERRORIST / BOMB / SUSPECT PACKAGE

INSTRUCTIONS		*ADVICE*
Let the caller finish his message	-	***Try to assess callers sex, age, speech condition (i.e. sobrierty, anger, excitement) peculiarities of speech (foreign accent) and background noise***
	-	***Try to ascertain location, timing, appearance of threat***
	-	***Try to ascertain why, who and where is the caller***
Isolate package		

SECTION 4

APPENDICES

- ***Procedure Guidelines***
- ***Information Sources***
- ***Incident record proforma***
- ***Event Log***
- ***Press Statement***

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HOW TO USE THE EMERGENCY PROCEDURES MANUAL

HOW TO USE THIS MANUAL

These instructions are designed to be used in conjunction with other documents (information bases). The instructions themselves are contained in Sections 2 and 3 Section 2 contains **general responses** for all involved. Section 3 contains **specific responses** for particular emergency situations.

Each procedure is in two parts - **Instructions,** which British Waterways personnel are expected to follow, and **Advice,** which they are expected to consider in respect of the particular situation.

The appendices are information and Proformas to aid the recording and distribution of information.

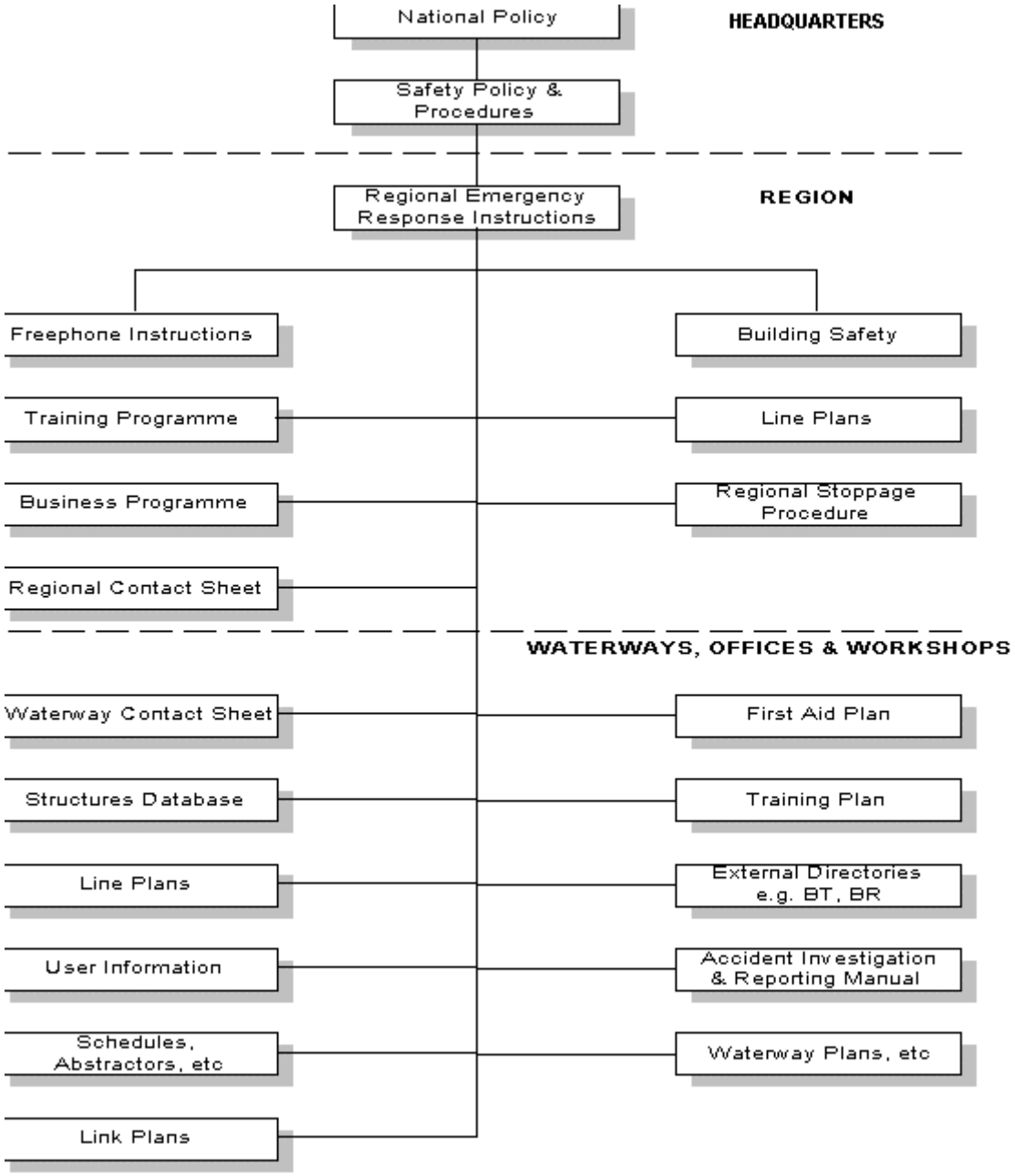
The key contact numbers and addresses are contained in the support information documents.

Obviously effectiveness of these procedures is dependent on the quality of the support information and the importance of keeping these up to date and accurate is emphasised. The Waterway Manager is responsible for keeping the information documents accurate and up to date. It should also be noted that these procedures come into operation only when safe systems of work have failed.

Specific procedures for dealing with emergency situations, such as those for confined space entry, are considered an integral part of the safe system of work and are therefore not included in this handbook in detail. They are, however, an important part of the support information.

Link plans are to be designed to co-ordinate between these instructions and the response of emergency services. They will be waterway/office/workshop/site specific and the responsibility of the appropriate manager.

BRITISH WATERWAYS INFORMATION SOURCES



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INCIDENT RECORDING PROFORMA

Establish

Nature of Emergency . . . . . .
. . . . . .
. . . . . .

Waterway Area Concerned . . . . . .

Location of Emergency . . . . . .
. . . . . .
Details of Access to site . . . . . .
. . . . . .
No. of Casualties / Missing . . . . . .

Nature of Casualties. . . . . .
. . . . . .
. . . . . .
Name & Location of others who may be affected . . . . . .
. . . . . .
. . . . . .
. . . . . .
Have Emergency Services been contacted . . . . . .

Name of Person Reporting . . . . . .
. . . . . .
Tel. No. of Person reporting . . . . . .
. . . . . .
Date of Incident . . . . . .

Time of Incident . . . . . .

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EVENT LOG

EVENT INCIDENT - (NAME)

Date	Time Received	Originator	Details of Event	Time Cleared

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HOLDING STATEMENT PROFORMA

STATEMENT NO 1 **DATE:**

TIME:

British Waterways confirms that an incident occurred at approximately ..... on the .....

Emergency Procedures have been activated. The extent of the incident is currently being investigated.

Further information will be made available as soon as possible.

For further information, please call: